Title (en)

TECHNIQUES FOR BENCHMARKING PAIRING STRATEGIES IN A CONTACT CENTER SYSTEM

Title (de)

TECHNIKEN ZUM BENCHMARKING VON PAARUNGSSTRATEGIEN IN EINEM KONTAKTCENTERSYSTEM

Title (fr)

TECHNIQUES D'ÉVALUATION DE STRATÉGIES D'APPARIEMENT DANS UN SYSTÈME DE CENTRE DE CONTACT

Publication

EP 3373217 A1 20180912 (EN)

Application

EP 18166871 A 20170418

Priority

- US 201615131915 A 20160418
- US 201615221698 A 20160728
- EP 17728646 A 20170418
- IB 2017000570 W 20170418

Abstract (en)

A method for benchmarking pairing strategies in a contact center system comprising: cycling, by at least one computer processor communicatively coupled to and configured to operate in the contact center system, among at least two pairing strategies; determining, by the at least one computer processor, a difference in performance between the at least two pairing strategies, wherein a first subset of a plurality of contact-agent pairings using a first or second pairing strategy of the at least two pairing strategies is excluded from determining the difference in performance; and outputting, by the at least one computer processor, the difference in performance.

IPC 8 full level

G06Q 10/06 (2012.01); **H04M 3/523** (2006.01)

CPC (source: CN EP KR)

G06Q 10/06311 (2013.01 - CN EP KR); **G06Q 10/06393** (2013.01 - CN EP KR); **H04M 3/5141** (2013.01 - CN); **H04M 3/5232** (2013.01 - CN EP KR); **H04M 3/5233** (2013.01 - CN); **H04M 3/5235** (2013.01 - CN); H04M 2201/18 (2013.01 - CN); H04M 2201/36 (2013.01 - CN)

Citation (search report)

- [I] US 2009190743 A1 20090730 - SPOTTISWOODE S JAMES P [US]
- [I] US 2016080573 A1 20160317 - CHISHTI ZIA [US]

Designated contracting state (EPC)

AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IS IT LI LT LU LV MC MK MT NL NO PL PT RO RS SE SI SK SM TR

Designated extension state (EPC)

BA ME

DOCDB simple family (publication)

WO 2017182879 A1 20171026; AU 2017252021 A1 20180517; AU 2019200354 A1 20190207; AU 2019202965 A1 20190516; AU 2019210595 A1 20190822; AU 2021201092 A1 20210311; AU 2021201092 B2 20230504; AU 2021201092 C1 20230928; AU 2023204093 A1 20230713; AU 2023204093 B2 20240502; BR 112018071519 A2 20190219; BR 112018071519 A8 20220705; CA 3004240 A1 20171026; CA 3004240 C 20191231; CA 3061637 A1 20171026; CA 3061637 C 20220412; CN 107924501 A 20180417; CN 107924501 B 20220412; CN 108564259 A 20180921; CN 108564259 B 20220603; CN 108629481 A 20181009; CN 108629481 B 20221104; CN 108681803 A 20181019; CN 108681803 B 20220304; CN 110033163 A 20190719; CN 110033163 B 20210709; CN 113095653 A 20210709; CN 113095653 B 20231107; CN 113095654 A 20210709; CN 113095654 B 20220603; CN 113095655 A 20210709; CN 113095655 B 20220603; CN 113095656 A 20210709; CN 113095656 B 20220708; CN 113095657 A 20210709; CN 113095658 A 20210709; CN 113095658 B 20220715; CN 113095659 A 20210709; CN 113095659 B 20220708; CN 113095660 A 20210709; CN 113095660 B 20230620; CN 113095661 A 20210709; CN 113095661 B 20220715; CN 113095663 A 20210709; CN 113095663 B 20221104; CN 113099048 A 20210709; CN 113099048 B 20220920; CN 113099049 A 20210709; CN 113099049 B 20230324; CN 113099050 A 20210709; CN 113099050 B 20220722; CN 113099051 A 20210709; CN 113099051 B 20230324; CN 113099052 A 20210709; CN 113099052 B 20220722; CN 113099053 A 20210709; CN 113099053 B 20230324; CN 113194207 A 20210730; CN 113194207 B 20230505; CN 113194209 A 20210730; CN 113194209 B 20230324; CN 113382118 A 20210910; CN 113382118 B 20220614; EP 3347863 A1 20180718; EP 3373216 A1 20180912; EP 3373217 A1 20180912; EP 3373218 A1 20180912; EP 3499439 A1 20190619; HK 1246938 A1 20180914; HK 1255185 A1 20190809; HK 1255186 A1 20190809; HK 1255874 A1 20190830; JP 2019083566 A 20190530; JP 2019118139 A 20190718; JP 2019201433 A 20191121; JP 2019502316 A 20190124; JP 2021002839 A 20210107; JP 6488061 B2 20190320; JP 6502594 B1 20190417; JP 6581740 B2 20190925; JP 6761089 B2 20200923; JP 7045429 B2 20220331; KR 102005692 B1 20190730; KR 102171864 B1 20201029; KR 102241968 B1 20210419; KR 102333114 B1 20211201; KR 102479061 B1 20221219; KR 102619349 B1 20240102; KR 20180128495 A 20181203; KR 20190090063 A 20190731; KR 20200123874 A 20201030; KR 20210043025 A 20210420; KR 20210149864 A 20211209; KR 20230003627 A 20230106; KR 20240005202 A 20240111; MX 2018012666 A 20190131; MX 2023010385 A 20230914

DOCDB simple family (application)

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